
STATUTORY RULES OF NORTHERN IRELAND

2012 No. 316

**The Taxi Operators Licensing
Regulations (Northern Ireland) 2012**

Complaints records

12.—(1) For the purposes of section 3(3)(c) of the 2008 Act a licensed operator shall keep a record containing details—

- (a) of any complaint made in respect of their action as a licensed operator including—
 - (i) the name of the complainant and any address and telephone number or other contact details provided by the complainant;
 - (ii) the nature of the complaint; and
 - (iii) details of any investigation carried out and subsequent actions taken as a result;
 - (b) of any complaint made in respect of a taxi booking accepted by the licensed operator, including the particulars set out in paragraph (2); and
 - (c) of any other complaint made in respect of the licensed operator's undertaking as a licensed operator, including the particulars set out in paragraph (2)(d), (e) and (f).
- (2) In relation to each complaint the particulars referred to in paragraph (1)(b) and (c) are—
- (a) the date of the related taxi booking;
 - (b) the name of the driver who carried out the taxi booking;
 - (c) the registration mark of the vehicle used;
 - (d) the name of the complainant and any address, telephone number or other contact details provided by the complainant;
 - (e) the nature of the complaint;
 - (f) details of any investigation carried out and subsequent action taken as a result; and
 - (g) the Public Service Vehicle licence number.